

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Employment Representative

Class Code: 10923

A. Purpose:

Provides employment services to the public and employers and conducts eligibility reviews for unemployment insurance services to assist in the delivery and management of labor and employment programs.

B. Distinguishing Feature:

Employment Representatives deal directly with individuals seeking employment assistance, unemployment insurance benefits, and access to training programs; and provide assistance to employers in listing job openings and in obtaining applicants for various jobs.

Career Center Assistant Managers are a first-line supervisor in a Career Center office and assist the Career Center Manager II by supervising Employment Representatives, Employment Specialists, and support positions and directing an employment program within a Career Center office.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Interviews applicants to obtain work history information and establishes or develops employment opportunities to provide applicants permanent employment.
 - a. Conducts interviews with clients.
 - b. Provides labor market information.
 - c. Makes referrals to job training or other assistance programs.
 - d. Uses the computer system to access stored data and match applicants to job openings.
 - e. Refers clients to employment opportunities.
 - f. Enters client and employer related information into the information system.
2. Intakes and processes interstate and intrastate unemployment insurance claims and determines eligibility to provide benefits to individuals unemployed and searching for work.
 - a. Reviews claims submitted by clients.
 - b. Conducts re-employment interviews on claims.
 - c. Performs pre-monetary determinations.
 - d. Provides information to employers and claimants concerning regulations, eligibility requirements, and work search requirements.
3. Conducts employer visits to address job development, employment needs, and explain agency services or programs available to employers and applicants/employees.
 - a. Schedules meetings with employers.
 - b. Discusses employers staffing needs.
 - c. Provides information to employers on programs or services available to them.
 - d. Writes job orders listing essential duties, experience, and education required for a position.
 - e. Provides employers with labor market information relevant to wages.
4. Counsels applicants to determine job skills, training needs, and provides information to assist clients in overcoming employment barriers in an individual or group setting.

5. Writes employment training contracts with employers to provide work experience and job skills to develop employment opportunities for clients.
6. Administers employment tests to meet client needs in obtaining employment.
 - a. Follows specific guidelines and instructions and uses equipment and materials appropriate for each test.
 - b. Transmits test results and scores.
7. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Career Center Assistant Manager, a Career Center Manager I, or a Career Center Manager II. May assist in training other staff.

E. Challenges and Problems:

Challenged to assist clients in obtaining suitable employment. This is difficult because often clients are difficult to place, unable to maintain employment for a variety of reasons, possess poor skills, or market conditions dictate employment availability or outcomes.

Typical problems include misunderstandings between applicants, the department, and employers; ensuring employers do not make job requirements that violate labor laws; acting as a mediator between employers and clients; provide effective employment counseling; ensure that employers who participate in employment training programs do so within department guidelines; and explaining to clients why an employer does not wish to have the applicant referred to them.

F. Decision-making Authority:

Decisions made include which jobs to refer clients to, training program enrollment, services needed by clients, eligibility for unemployment insurance benefits, and how to write job orders.

Decisions referred include how to handle complaints, confidential matters, final approval of clients' or employers' participation in employment and training programs, and discrimination or wage complaints.

G. Contact with Others:

Daily contact with the public and employers to give and receive information relevant to employment, employment or training programs, or unemployment insurance benefits.

H. Working Conditions:

Typical office environment. Some travel may be required to do employer visits and staff satellite offices.

I. Knowledge, Skills and Abilities:

Knowledge of:

- interviewing and counseling techniques;
- the principles of human behavior and motivation;
- employment programs and community services;
- labor market and economic conditions in a local area.

Ability to:

- deal tactfully with others;
- interpret rules, policies, procedures, and determine program eligibility;
- work with people of all levels of education and experience;
- work independently;
- maintain effective working relationships with others;
- communicate information clearly and concisely;
- maintain self-control under stressful situations;
- use a personal computer.